



MICROSOFT TRAINING

MB-240: Microsoft Dynamics 365 Field Service Functional Consultant — Practice Questions

Prepare for MB-240 and excel as a Dynamics 365 Field Service Functional Consultant. Master practice questions to ace your certification.

DURATION

2 Hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

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COURSE OVERVIEW

This targeted course provides comprehensive preparation for the MB-240: Microsoft Dynamics 365 Field Service Functional Consultant certification exam. Designed for IT professionals, functional consultants, and business analysts, it offers an intensive review of the core functionalities and best practices required to configure, implement, and maintain Microsoft Dynamics 365 Field Service solutions. Through a series of rigorously designed practice questions, you will solidify your understanding of scheduling, dispatching, work order management, asset management, inventory, and mobile workforce optimization within the Dynamics 365 ecosystem. Mastering these areas is crucial for organizations aiming to enhance their field service operations, improve customer satisfaction, and drive operational efficiency. This course focuses on building practical application skills, enabling you to confidently tackle the certification exam and apply your knowledge in real-world scenarios.

Upon successful completion, you will possess a strong command of the Microsoft Dynamics 365 Field Service module, understanding how to leverage its features to meet complex business requirements. This includes configuring service agreements, managing customer assets, optimizing resource scheduling, and integrating various components to create a seamless field service experience. The professional benefits extend beyond certification; you will be equipped to contribute significantly to digital transformation initiatives, solve critical operational challenges, and become a highly sought-after expert in a rapidly evolving technology landscape. This expertise is invaluable for companies looking to streamline their field operations, reduce costs, and deliver exceptional on-site customer service.

Duration	2 Hours
Level	Intermediate
Vendor	Microsoft
Exam Code	MB-240

COURSE CURRICULUM

01 Module 1: Configure Field Service Settings and Core Components

- Setting up organizational units and security roles
- Configuring work order types, incident types, and service task templates
- Managing booking statuses, booking resources, and scheduling parameters
- Setting up characteristics, territories, and service accounts
- Practice questions on initial setup and foundational configuration

02 Module 2: Manage Work Orders and Customer Agreements

- Creating and managing work orders, incidents, and service tasks
- Understanding work order lifecycle and statuses
- Configuring and managing customer assets and locations
- Setting up and utilizing service agreements and entitlements
- Practice questions on work order processes and agreement management

03 Module 3: Scheduling, Dispatch, and Resource Optimization

- Utilizing the Schedule Board for manual and assisted scheduling
- Configuring and applying Resource Scheduling Optimization (RSO)
- Managing resource availability, skills, and territories
- Understanding scheduling methods and booking types

- Practice questions on complex scheduling scenarios and RSO configuration

04 Module 4: Inventory, Purchasing, and Mobility

- Managing warehouses, products, and price lists
- Handling inventory adjustments, transfers, and returns
- Configuring and customizing the Field Service Mobile application
- Managing mobile user profiles and offline capabilities
- Practice questions on inventory control, purchasing processes, and mobile solutions

05 Module 5: Advanced Field Service Features and Integrations

- Implementing inspections and quality checks
- Exploring IoT integration with Connected Field Service
- Configuring customer portal and self-service options
- Reporting and analytics for Field Service operations
- Practice questions on advanced features and integration points

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft Dynamics 365 Field Service Functional Consultant**
- > **Field Service Implementation Specialist**
- > **Dynamics 365 Solution Architect (Field Service Focus)**

FREQUENTLY ASKED QUESTIONS

Q: What level of prior Microsoft Dynamics 365 experience is recommended before taking this MB-240 Practice Questions course?

This course is designed for individuals with intermediate experience. It is highly recommended that you have a foundational understanding of Microsoft Dynamics 365 CRM principles and at least some exposure to the Field Service module or similar service management systems. While the practice questions cover the breadth of the exam, prior hands-on experience with Dynamics 365 Field Service configuration and usage will significantly enhance your learning and retention.

Q: How do these practice questions specifically prepare me for a career as a Dynamics 365 Field Service Functional Consultant?

These practice questions are meticulously crafted to mirror the format, difficulty, and content domains of the actual MB-240 certification exam. By working through them, you'll not only prepare for certification but also deepen your practical understanding of designing, configuring, and implementing Field Service solutions. This directly translates to the core responsibilities of a Functional Consultant, equipping you with the validated skills to gather requirements, tailor the system, and advise clients on optimizing their field operations using Dynamics 365.

Q: Beyond passing the MB-240 exam, what tangible skills will I gain from this practice questions course that are valuable in a real-world consultant role?

This practice questions course goes beyond mere memorization by challenging your understanding of complex scenarios and best practices. You will sharpen your ability to diagnose configuration issues, propose optimal solutions for scheduling

and dispatch, manage inventory flows efficiently, and effectively utilize mobile capabilities. These are critical problem-solving skills that allow you to translate business needs into technical configurations, making you an indispensable asset in any Dynamics 365 Field Service implementation or support project.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

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Take the next step in your technology career.

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